DOCUMENT RESUME

ED 194 089 IR 008 956

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TITLE Overview of the Cost of Acquiring, Cataloging, and Processing Library Materials at the Tucson Public Library.
INSTITUTION Tucson Public Library, Ariz.
PUB DATE Jul 80
NOTE 13p.: For related documents, see IR 008 956-959.

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS *Cataloging; *Cost Effectiveness; *Cost Estimates; Costs; *Library Acquisition; *Library Technical Processes; *Public Libraries

ABSTRACT

A synopsis of three studies conducted in the Technical Services area of the Tucson Public Library from January 1977-June 1980, this report presents estimated costs of acquiring, cataloging, and processing print and nonprint library materials. An average cost of $7.00 per book copy and $12.20 per nonprint copy is developed, and it is demonstrated through a range of costs that ordering patterns (i.e., single copies, multiple copies, new titles, added titles) make a significant impact on unit costs. An organizational chart showing staffing levels, an outline of activities of the three sections of the Technical Services area, and a summary of automated systems being used at the Tucson Public Library are included. (Author)

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OVERVIEW OF THE COST OF ACQUIRING, CATALOGING, AND PROCESSING LIBRARY MATERIALS AT THE TUCSON PUBLIC LIBRARY

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Tucson Public Library

July 1980

I200 8982

BACKGROUND

For the last two years, the Tucson Public Library Planning Office has been conducting studies to determine the unit time and cost of the various operations performed by the Technical Services Division. Detailed explanations of the operations, unit times, and unit costs are provided in the following three reports:

> Unit Time/Cost Study of the Acquisitions Unit, Technical Services Division, Tucson Public Library, June 1980. K. Bierman, N. Kayner, J. Mallon.
>
> Unit Time/Cost Study of the Cataloging Unit, Technical Services Division, Tucson Public Library, October 1978. N. Kayner.
>
> Unit Time/Cost Study of the Processing Unit, Technical Services Division, Tucson Public Library, January 1977, Revised June, 1980. K. Bierman.

An organization chart for Technical Services with staffing levels as of July 1980 is attached to this report as Appendix A. A brief summary of the major activities performed by each Unit of Technical Services is attached to this report as Appendix B. A brief summary of the automated systems used by Technical Services is attached to this report as Appendix C.

INTRODUCTION

From the detail studies listed above, the following estimated unit average costs (FY 1980/81 costs including salaries, fringe benefits, supplies, equipment, computer/OCLC charges, and overhead) follow:

	COST PER BOOK COPY	COST PER NON-PRINT COPY
Acquiring	$ 1.95	$ 1.95
Cataloging	$ 2.90	$ 9.00
Processing	$ 2.15	$ 1.25
TOTAL AVERAGE COST PER COPY	$ 7.00	$12.20

The average cost to acquire, catalog and process a book is $7.00 and the average cost for a non-print item is $12.20. These costs do not include the cost of selecting the item in the first place. Average costs are interesting and useful in providing overview management information, but they do not reveal the entire picture. Cost estimates for eight specific types of materials being acquired, cataloged and processed by the Tucson Public Library follow.

All of the cost estimates below are derived from the reports listed above. All costs have been updated to reflect 1980/81 costs (salary costs were increased to reflect across the board increases since the reports were completed). For each situation, two costs are provided. The first cost is an estimate of <u>cost per copy</u> for staff (including fringe benefits paid by the City). The second cost is an estimate of the

total cost per copy including staff (including fringe), supplies, equipment, computer/OCLC charges and overhead. As you will see, costs for specific examples vary widely from the average costs provided above.

BOOK EXAMPLES

1. A single copy new title book published by a specialized publisher not handled by Baker & Taylor for which cataloging copy is not available in OCLC. For example, pamphlet-like material available only from a professional society.

	STAFF COST PER COPY INCLUDING FRINGE	TOTAL COST
Acquiring	$ 5.54	$ 9.68
Cataloging	$14.86	$26.00
Processing	$ 1.21	$ 2.15
TOTAL	$21.61	$37.83

2. A single copy new title book published by a publisher handled by Baker & Taylor for which cataloging copy is available in OCLC. For example, a book being ordered from a standard publisher.

Acquiring	$ 2.74	$ 4.77
Cataloging	$ 5.39	$ 9.42
Processing	$ 1.21	$ 2.15
TOTAL	$ 9.34	$16.34

3. Three to five copies of a new title book published by a publisher handled by Baker & Taylor for which cataloging copy is available in OCLC. For example, a fairly popular title being ordered from a standard publisher for Main and/or several branches.

Acquiring	$ .77	$ 1.33
Cataloging	$ 1.80	$ 3.14
Processing	$ 1.21	$ 2.15
TOTAL PER COPY	$ 3.78	$ 6.62

4. Ten copies of a new title book published by a publisher handled by Baker & Taylor for which cataloging copy is available in OCLC. For example, a popular title being ordered from a standard publisher.

Acquiring	$ .57	$ 1.00
Cataloging	$ .90	$ 1.57
Processing	$ 1.21	$ 2.15
TOTAL PER COPY	$ 2.68	$ 4.72

5. One copy of an added copy book title which is in BATAB and in OCLC for which a card set is needed (the copy is new to the receiving agency).

Acquiring	$ .57	$ 1.00
Cataloging	$ 2.00	$ 3.49
Processing	$ 1.21	$ 2.15
TOTAL	$ 3.78	$ 6.64

6. Three to five copies of an added copy book title which is in BATAB and in OCLC for which one or more card sets are needed (one or more of the copies is new to the receiving agency).

Acquiring	$ .52	$ .91
Cataloging	$ 1.00	$ 1.75
Processing	$ 1.21	$ 2.15
TOTAL PER COPY	$ 2.73	$ 4.81

NON-PRINT EXAMPLES

7. One copy of a new phonorecord.

Acquiring	$ 2.74	$ 4.77
Cataloging	$11.00	$19.25
Processing	$ .70	$ 1.25
TOTAL	$14.44	$25.27

8. Three to five copies of a new phonorecord.

Acquiring	$ .77	$ 1.33
Cataloging	$ 3.22	$ 5.64
Processing	$ .70	$ 1.25
TOTAL PER RECORD	$ 4.69	$ 8.22

APPENDIX A

TUCSON PUBLIC LIBRARY
TECHNICAL SERVICES
ORGANIZATIONAL CHART AND STAFFING LEVEL
July 1980

Assistant Director for Technical Services

Acquisitions (10 Staff)

1 Librarian IV

Ordering (including keying bibliographic data into BATAB; Greenaway and standing order handling	Receiving and accounting (match receipts against orders, against invoices, etc.)	Periodicals including checking in Main periodicals, system wide ordering and claiming, maintenance of periodicals catalog	System Reserve
1.5 LTA II 2 LTA I	1 LTA III 1 DCC 1 LTA I .5 CT II	.5 LTA II .5 CT I	.5 LTA I .5 CT II

Cataloging (12 Staff)

1 Librarian IV

Cataloging, classifying, searching new titles	Requesting card sets from OCLC for added copies, handling transfers and withdrawals, receiving OCLC cards, MTST typing	Non-print cataloging and classifying (new and added copies)	Entering material in CLSI data base
2 Librarian II 1 Librarian I .5 CT II	1 Librarian I 2 LTA II .5 CT II 1 General Office Clerk	2 LTA II	1 Data Entry Op.

Processing (6.5 Staff)

1 Library Technical Assistant II

Processing (proofreading, property stamping, labeling, jacketing, gluing, 3M stripping, reinforcing, etc.) new materials	Mending older materials
4.5 General Office Clerk	1 General Office Clerk

MAJOR ACTIVITIES/TASKS PERFORMED BY EACH UNIT

ACQUISITIONS

The Acquiring Unit of the Technical Services Division is charged with obtaining materials for the library system. In this function it produces selection lists, places orders and authorizes payment for books, periodicals, phonorecords, art prints, and all other library materials. The current materials budget is $650,000.

Materials are acquired in a number of ways, the most common two being the use of Greenaway or review copies, and the submission of green slips for replacement titles and for titles not expected to be received as Greenaways or review copies.

Greenaway plans are arrangements made to obtain review copies of books from selected publishers at the time of publication. These copies are listed on selection lists by the Acquiring Unit and are made available for consideration for purchase by agency heads.

Titles which we do not expect to receive as review copies are judged on the basis of printed reviews and those selected are submitted by Public Service staff who copy the bibliographic information and citations onto green slips. Green slips are used by the Acquiring Unit to compile the non-Greenaway book selection lists, as well as other materials lists (Spanish, phonorecord, cassette, etc.).

Other methods of obtaining materials include standing orders (automatic shipment by publishers of updated editions of reference-type materials), McNaughtons (lease plans for popular new titles), book club memberships and association memberships. All newspaper and periodical subscriptions for the library system are placed centrally by the Acquiring Unit.

Since 1972 the Library has been using a computerized ordering system called BATAB. Bibliographic and order information are keyed onto diskettes using special keying machines, and the diskettes are used by the City Computer Services Department to produce selection lists, purchase orders, and open order and financial reports. There is a BATAB computer run once a week.

Ordered materials are received, unpacked, and checked in by the Acquiring Unit, and the transactions necessary to clear invoices are keyed onto the diskettes for computer input. The cleared invoices and matching computer output are forwarded to the City Accounting Department where another computer program automatically produces the city checks to pay the invoices.

As invoices are paid, the BATAB program deducts the money amounts from the budgets of the agencies which ordered the materials. Weekly fund status reports and summary reports are produced on two levels, the library system level as well as the individual agency level. The fund status reports show agency librarians the week's financial transactions and budgetary balance, while the open order reports show them which titles are still on order or in process. Open order reports are produced for the library on a system wide basis as well as for the individual agencies.

Acquisitions, contd.

After materials are checked in and invoices are cleared, the Acquiring Unit forwards the materials with their appropriate documentation to the Cataloging Unit, sorting titles according to adult/juvenile, fiction/nonfiction, new titles/added copies.

In addition to acquiring and paying for materials, the unit performs a number of other services for the library system as listed below:

System Reserve Unit. This is the unit that centralizes reserves for popular titles which are in high demand throughout the library system. The unit acquires multiple copies of these titles, receives reserves from the agencies and fills the reserves by mail.

Periodical and Mail Service. The Acquiring Unit receives, sorts and dispatches all mail for the Administrative Office, Technical Services and the Professional Library, the Main Library and Extension. The periodicals and newspapers for these locations are part of the mail deliveries received, and these are checked in and delivered daily.

Claims Service. The Acquiring Unit receives claims for missing issues of newspapers and periodicals from all agencies. These claims are organized and the problems are resolved in a number of ways depending upon their causes.

Gifts. Gifts of library materials are received, usually at the agencies, and are forwarded to the Acquiring Unit. The unit also sends letters of acknowledgement for gifts received if requested.

Label Production. The unit also does the keying necessary for the computer input which produces spine and pocket labels automatically. The resulting labels are used by the Processing Unit in readying materials for library use.

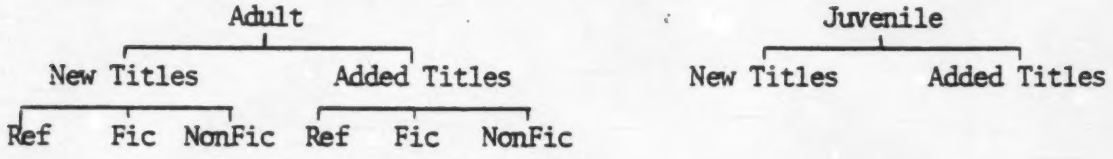
County Survey. For those agencies not yet using the automated circulation system, the Acquiring Unit manually scans circulation records and keys the information necessary for computer analysis which determines the share of library costs to be borne by the County.

CATALOGING

An average of 1,400 books pass through the Cataloging Section each week. Slightly over one-third of these are titles new to the system. The number of non-print items (records, cassettes, kits, etc.) is much lower, approximately 70 per week.

Cataloging, contd.

As materials come to Cataloging they are separated first by format into print (books) and non-print. The books are then further divided as:



Depending on which category a book falls into, it will follow a prescribed path involving staff assigned to that particular function.

The basic steps involved in cataloging are:

1. Classification: providing for placement of similar materials together on the shelves.

2. Cataloging: providing bibliographic description and subject analysis.

3. Inventory control: maintaining a central record of holdings.

All new titles go through these three basic steps. Adds (materials previously classified) bypass step 1 and may also skip step 2.

New titles are first searched by a clerk and a work slip, designed to accompany the title through Technical Services, is prepared. Dewey Classification and Cutter number are assigned by a cataloger and card sets are ordered. For added copies, the master shelflist is matched with incoming materials and updated. Card sets are ordered as necessary.

Most of the cataloging of our print collection (steps 1 and 2 above) is done through OCLC, an online shared cataloging system. Titles are called up on one of our two terminals, the displayed records are modified if necessary, completed by adding local information (call number, price, copy number), and cards are ordered by a command at the terminal. The small percentage of titles not found in the OCLC data base are handled in one of two ways: by adding a new record in the OCLC database from which cards are then ordered, or by producing cards in-house. All cards for non-print materials are produced in Technical Services.

The third major cataloging step, traditionally called shelflisting, is in process of being replaced by the CLSI system whose database contains a record for each title in the library system with individual items identified by discrete numbers.

Cataloging, contd.

After a title (new or add) has been cataloged, all copies receive spine and pocket labels, and are entered into the CLSI database before distribution to the agencies. Meanwhile, the cards are printed by OCLC in Columbus, Ohio, and shipped to us by date of card order and after check-in are forwarded to the proper agency. Cards produced in-house are matched and distributed together with the items to which they belong.

Since at any one time as many as three to four thousand volumes may be waiting to be cataloged, each step in the cataloging process is done one book-truck at a time rather than item by item, with the exception of rush items which are handled individually.

PROCESSING

Materials are received in this area from the Cataloging Unit with work slips containing necessary information for spine and pocket label production. The slips are pulled and sent to Acquisitions for keying onto IBM diskettes. The diskettes are sent to Computer Services for computer printing of labels, and work slips are returned to Processing. Completed labels are proofread in Processing, then matched with the appropriate book truck, and physically attached to spine, pockets, and circulation cards as appropriate.

With labels attached, books are then property stamped, jacketed or reinforced as required, and fitted with a theft detection strip. Jackets and pockets are glued as a final step. Books are sorted by agency for shipping after being CLSI coded in Cataloging. Non-print materials (records, cassettes, etc.) follow similar paths.

The Processing Unit receives a predetermined number of items to be mended each month from each agency in addition to handling materials sent outside the Library for binding. Small scale binding (thermo-bind, velo-bind) is done in this unit, as is the laminating of poster and display items for the Library.

AUTOMATED SYSTEMS

Acquiring Unit

The "backbone" of the acquisitions process at the Tucson Public Library is a batch automated system called BATAB (Baker and Taylor Automated Buying System). The BATAB programs are run weekly (currently every Saturday) by the Computer Services Department and the outputs from the weekly run are as follows:

Selection Lists (from bibliographic records keyed the previous few weeks)

Purchase Orders (from inputs keyed from the Selection Lists turned in the previous Monday)

Agency and Library Open Order Reports (items on order but not received, and received but not cataloged)

Various financial reports (summary and detail by Agency)

Book History (microfiche listing of all titles acquired in the past five years)

Cataloging Unit

The Cataloging Unit uses an online system, OCLC, to prepare card sets for the majority of the new and added copy material that require card sets. Briefly, the online bibliographic data base containing over 5 million titles is searched by LC card number, ISBN number, or author/title and, if a match is found, the record is modified as required (local call number, copy number, price, etc.) and a card set is requested. All card sets requested in a given day are mailed and arrive approximately 2 weeks later pre-filed for the various catalogs. The Library prepares approximately 250,000 catalog cards a year.

All circulating materials going through Technical Services are bar-encoded and registered in the CLSI data base, the Library's automated circulation system. The Cataloging Unit is responsible for the maintenance of the title and item files within this system.

Processing Unit

The Processing Unit relies on a locally developed batch program which is run daily at Computer Services to print the spine and pocket labels required for both print and non-print materials. Each afternoon at 4:00 the work forms for the materials cataloged that day (both new and added copies) are pulled for keying the next morning. Each morning at 6:00 the information required for label production (call number, author, title, date, price, copy numbers) is keyed. At 10:00 each morning the keyed records are taken to Computer Services and the labels that were requested the previous day are picked up. Labels are printed each night, five days a week. Over 100,000 label sets are printed each year by this system.

New titles to the Library are automatically entered into the CLSI circulation system as a by-product of this label production.